



VBH24 Customer Portal

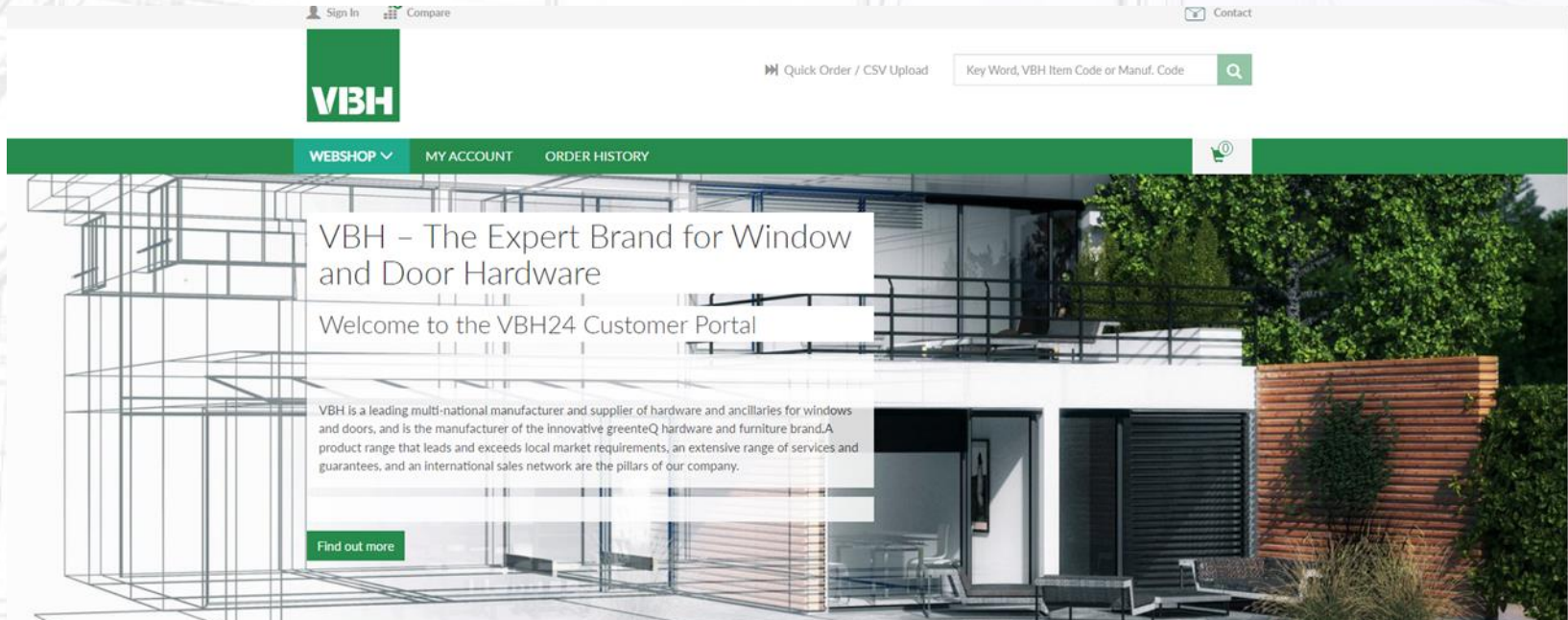
Introduction & User Guide

The easier way to order your hardware and manage your account with VBH

- Manage your ordering and Users
- Place orders
- Check prices
- Check stock
- Improved product search
- Set up Order Templates for quick ordering
- CSV upload option for quick bulk orders
- Order using our Product Configurator (bi-folds, tilt and turns etc)
- Set up Approvals processes
- Set up Cost Centres
- Set up automatic 'Subscription' orders
- Compare items
- View Order History and re-order from there
- View & download images, drawings, guarantee info, certification by item
- View & download invoices and delivery notes
- View catalogues and literature

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From the Homepage you can browse our range (seeing List Prices), and contact us.



VBH is the expert brand for the manufacture and supply of top quality hardware and ancillaries for windows and doors. We supply products from our own greenteQ brand and those from selected third party hardware companies.

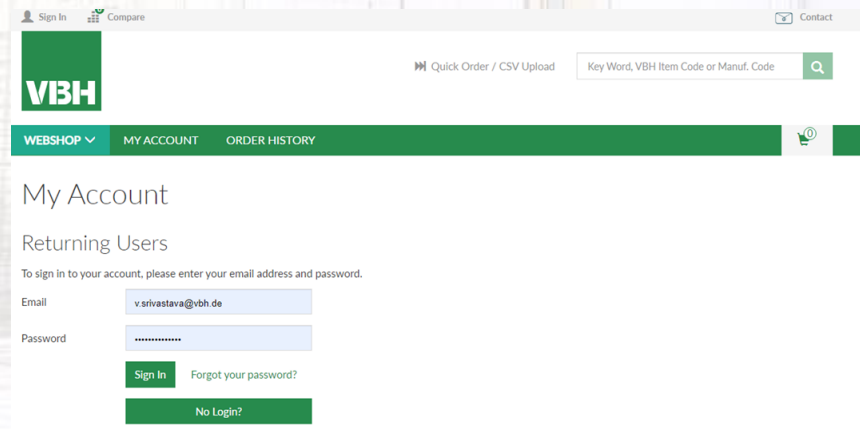
greenteQ is designed in the UK to meet the requirements of UK manufacturers, installers, specifiers and homeowners.

The range includes **Door Hardware**, such as **Door Handles**, **Door Hinges**, **Door Locks**, **Profile Cylinders**, and a **Window Hardware** selection that includes **Window Handles**, many choices of **Window Locks**, and **Window Hinges**. Our **Patio Door Hardware** range includes **Bi-Fold Door Hardware**, **Sliding Door Hardware**, **Lift/Slide Door Hardware** and **Tilt/Slide Door Hardware**.

At the foot of every page you can find out all the information you need to make dealing with VBH online easy.

COMPANY	SERVICE	ACCOUNT	DOWNLOADS	GUARANTEES	LINKS
About VBH	Contact Us	Login	Catalogues	greenteQ 10 Year	VBH Website
Imprint	FAQs about VBH	My Order History	Certification	Performance & Surface	Q-secure Website
Privacy Policy	Quick User Guide	My Purchasing Area	VBH Literature	Guarantee	greenteQ Website
Terms & Conditions	Opening Hours	My Approvals Area	Product Bulletins	greenteQ Coastline 25	Videos
VBH (GB) Locations	Returns Policy	My User Profile	Profile Related Parts Lists	Year Surface Guarantee	
Careers	Virtual Tour	My Organisation	Useful Customer Forms	Q-secure Consumer	
				Security Guarantee	

Log in using your registered email address and password. Once you have logged in, all the prices that you see are those set up for you on our system.



If you do not have login details you can click the [No Login?](#) link to bring up a contact form. Contact us and we will send you login details if you are an active or potential VBH trade Customer

Logging in



Once you have logged in you will see your dashboard. From here you can check stock, prices and place orders, look at your order history, Account Admins can set up additional Users, set up Approval processes, set up and assign Cost Centres, check back on old orders, set up Order Templates and more

The screenshot shows the VBH24 Customer Portal dashboard for Gary Gleeson. At the top, there is a navigation bar with the VBH logo, a search bar, and a 'Quick Order / CSV Upload' button. Below the navigation bar, there is a main menu with options: WEBSHOP, MY ACCOUNT, ORDER HISTORY, and CONFIGURATOR. The dashboard content includes a sidebar with account details and navigation options, a main area with a welcome message, and two summary cards for 'My Purchases' and 'My Approvals'.

Account Number: 1234567890
Gleeson, Gary
Doe's Company
Buyer, Account Admin

Logout

- Purchase
- Pending Orders
- Rejected Orders
- Order Templates
- Subscriptions
- Order History
- My Approvals
- My Profile
- My Organization

Hi, Gary Gleeson (Doe's Company)
Welcome back!

This is your dashboard that allows you to manage your account with VBH, and create and manage your own VBH24 Users.

My Purchases

ORDERS	0 PENDING TOTAL £ 0.00
	0 REJECTED TOTAL £ 0.00

My Approvals

0	0 APPROVED TOTAL £ 0.00
	0 REJECTED TOTAL £ 0.00

OPEN REQUISITIONS
TOTAL £ 0.00

Placing Orders – Enter Individual Items



Firstly, please note that orders will only be transmitted to VBH if your account is within its limits. i.e. when there are no overdue payments outstanding and that your account is within its credit limit.

There are various ways to build an order (or Cart) ready to send to us.

If you know the VBH or Manufacturer Item Code, or part of the description, you can type it into the box at the top right. It'll make suggestions as you go along. When you see what you want, click it

The screenshot shows the VBH customer portal interface. At the top, there is a navigation bar with the user's name 'Gary Gleeson My Account | Logout', a 'Compare' icon, and a 'Contact' icon. The main header features the VBH logo and a 'Quick Order' button. Below the header is a green navigation bar with 'WEBSHOP', 'MY ACCOUNT', 'ORDER HISTORY', and 'CONFIGURATOR'. The breadcrumb trail reads 'HOME / MY ACCOUNT / ORDER TEMPLATES'. On the left, a customer profile card displays 'Customer number: CASH0008', 'Gleeson, Gary', and 'Testkunde'. The main content area is titled 'Order Templates' and contains a table with columns 'Template Name' and 'Created'. The table lists 'Door Knockers' with a creation date of '27/Jul/2023'. On the right, a search dropdown menu is open, showing suggestions for '2qeh'. The suggestions include '2qeh ALPHA 30SP INLINE LKG S.CHROME ESPAG HNDL' (Manufacturer-Art.-NR.: 2QEH0045A), '2qeh ALPHA 40SP INLINE LKG BLK ESPAG HNDL' (Manufacturer-Art.-NR.: 2QEH0066A), and '2qeh ALPHA 40SP INLINE LKG ENDURO STEEL ESPAG HNDL' (Manufacturer-Art.-NR.: 2QEH0068A). A red circle highlights the search dropdown menu.

Placing Orders Cont.

Once you select an item you will be able to see the price, box quantity, and any further written information, product details or attachments. In this case we have attached a Product Bulletin (Product information sheet) for you to download.

ALPHA 10SP INLINE LKG WHT
ESPAG HNDL

DESCRIPTION DETAILS **ATTACHMENTS**

Product Information
Product Information

PRODUCT ID: 2QEH0001A
List price: £ 4.88

QUANTITY EACH

PACK SIZE: 25.0 EACH

Add to Cart




Add to order template

Placing Orders – Comparing Items

If you wish, you can click the Compare button  and view multiple items side by side before deciding which one to add to your cart

Compare

You have selected 3 items to compare.

			
ALPHA 30SP INLINE LKG S.CHROME ESPAG HNDL MANUFACTURER-ART.-NR.: PRODUCT ID: 2QE00045A Your net price: £ 113.50 Add to Cart	ALPHA 15SP INLINE LKG WHT ESPAG HNDL MANUFACTURER-ART.-NR.: PRODUCT ID: 2QE00011B Your net price: £ 89.75 Add to Cart	ALPHA 40SP INLINE LKG BLK ESPAG HNDL MANUFACTURER-ART.-NR.: PRODUCT ID: 2QE00066A Your net price: £ 89.75 Add to Cart	
Short Description	ALPHA 30SP INLINE LKG S.CHROME ESPAG HNDL	ALPHA 15SP INLINE LKG WHT ESPAG HNDL	ALPHA 40SP INLINE LKG BLK ESPAG HNDL
Long Description	ALPHA 30SP INLINE LKG S.CHROME ESPAG HNDL	ALPHA 15SP INLINE LKG WHT ESPAG HNDL	ALPHA 40SP INLINE LKG BLK ESPAG HNDL
Details			
Manufacturer Name	greenteQ	greenteQ	greenteQ

Placing Orders – Adding Multiple Items via Quick Order



If you know the VBH or Manufacturer Item Code, you can add multiple items by selecting Quick Order. Just add the parts you need, and the quantities, then **Add to Cart**.

Quick Order / CSV Upload

Key Word, VBH Item Code or Manuf. Code

WEBSHOP MY ACCOUNT ORDER HISTORY CONFIGURATOR

HOME / QUICK ORDER / CSV UPLOAD

Quick Order & CSV Upload

Add multiple products to the cart by their VBH or manufacturer item codes

Enter the VBH or manufacturer item codes and quantities to add multiple lines to your cart in one hit!

VBH or Manufacturer Item Code	Quantity	
<input type="text" value="2QEH0023A"/>	<input type="text" value="25"/>	Remove
<input type="text" value="2QWE2502"/>	<input type="text" value="20"/>	Remove
<input type="text" value="2QWE2505"/>	<input type="text" value="40"/>	Remove
<input type="text" value="2QWE5001"/>	<input type="text" value="200"/>	Remove
<input type="text" value="2QFH0062"/>	<input type="text" value="400"/>	Remove

Add 5 more rows

Add to Cart Reset all fields

Placing Orders – Bulk Upload via CSV File


This is the best way to upload multiple items quickly. All you need is a CSV file with a column of VBH Item Codes and column of quantities (it will not add any items with quantity zero to the cart/order). In the same Quick Order page, just select your CSV file from your computer...

Or by uploading a CSV file

Upload a CSV file to place a bulk order with just a few clicks. All you need is a column with the VBH Item Code and another with the quantity required. Quick and Easy!

Example csv Upload Order 300123.csv

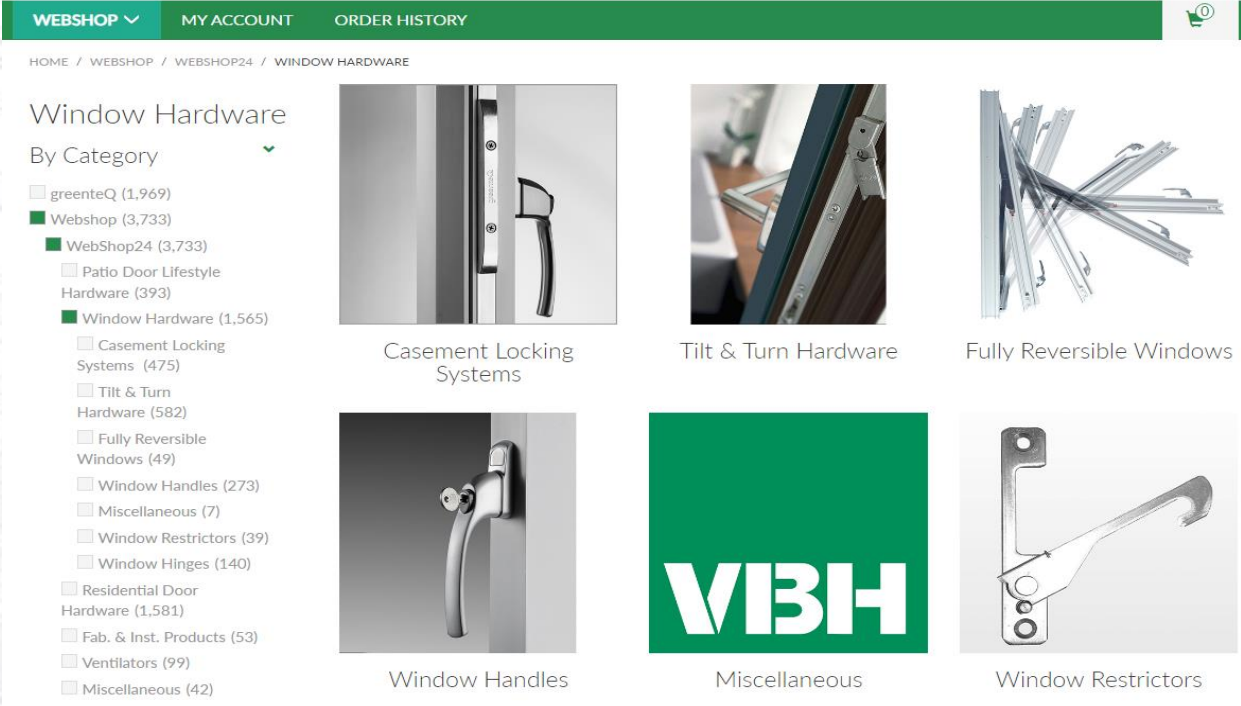
...click Add to Cart, and your Cart will be loaded with all the items in your file. Voila!



£ 5,960.60

Placing Orders – Via Search Function

If you do not know the Item Code, you can use the ‘Product Tree’ search function by clicking the drop down arrow in the ‘Webshop’ header.



This will bring up the search tree that will allow you to drill down to search for specific items. The main categories are Patio Door Lifestyle Hardware, Window Hardware, Residential Door Hardware, Fabrication and Installation Products, Ventilators, and Miscellaneous. We are working hard to expand the search function to a much more detailed ‘product tree’. You will need a few more clicks, but you will get much more focused search results!

Placing Orders – Order Templates

As you select your items using your preferred method, you are given the option add them to an Order Template. Just look for this symbol 

Order Templates are Favourites Lists for items that you buy regularly. You can have as many as you like, and group them however you want. Here is our small sample selection.

Order Templates

Add Order Template

Template Name	Created	Modified	No. Of Items	
Tilt and Turn Gear	26/Jul/2023	04/Aug/2023	19 Items	  
Window Hardware	31/Jul/2023	04/Aug/2023	20 Items	  
Chestnut Avenue Contract	31/Jul/2023	04/Aug/2023	20 Items	  

Order Templates Cont.

You can amend the items or quantities at any time by clicking the pencil icon



or delete it by selecting the dustbin



You can move items to another template if you wish by using the Switch icon



It's all pretty intuitive.

To use the Template to order some hardware, click on the shopping trolley (cart) icon...



Order Templates Cont.

...The items will then be added to your cart, where you can make any tweaks to the quantities for this particular order.

		20BS/7.7MB - 4PR - 800mm SECURITAS TWIN CAM Manufacturer-Art.-NR: Product ID: 2QWE2504 Pack Size: 20 EACH	<input type="text" value="21"/>	EAC H	£ 6.06	£ 127.26
In Stock						
		20BS/7.7MB - 4PR - 900mm SECURITAS TWIN CAM Manufacturer-Art.-NR: Product ID: 2QWE2505 Pack Size: 20 EACH	<input type="text" value="21"/>	EAC H	£ 6.31	£ 132.51
In Stock						

Order Summary

Subtotal	£ 1,270.51
Shipping	£ 0.00
Total Cost	£ 1,270.51
Tax	excl. VAT

One-time purchase
 Subscription

[Checkout](#)

Order Templates – Cont.

Alternatively, click on the Template name, where you can make your tweaks BEFORE adding the Template items to the cart. Same process, just in a different order!

<input type="checkbox"/>	 NO IMAGE AVAILABLE	20BS/7.7MB - 4PR - 800mm SECURITAS TWIN CAM Manufacturer-Art.-NR.: Product ID 2QWE2504	<input type="text" value="21"/>	27/Jul/2023	
<input type="checkbox"/>	 NO IMAGE AVAILABLE	20BS/7.7MB - 4PR - 900mm SECURITAS TWIN CAM Manufacturer-Art.-NR.: Product ID 2QWE2505	<input type="text" value="21"/>	27/Jul/2023	Your net price: N/A
<input type="checkbox"/> Select All					
Update Template				Add to Cart	

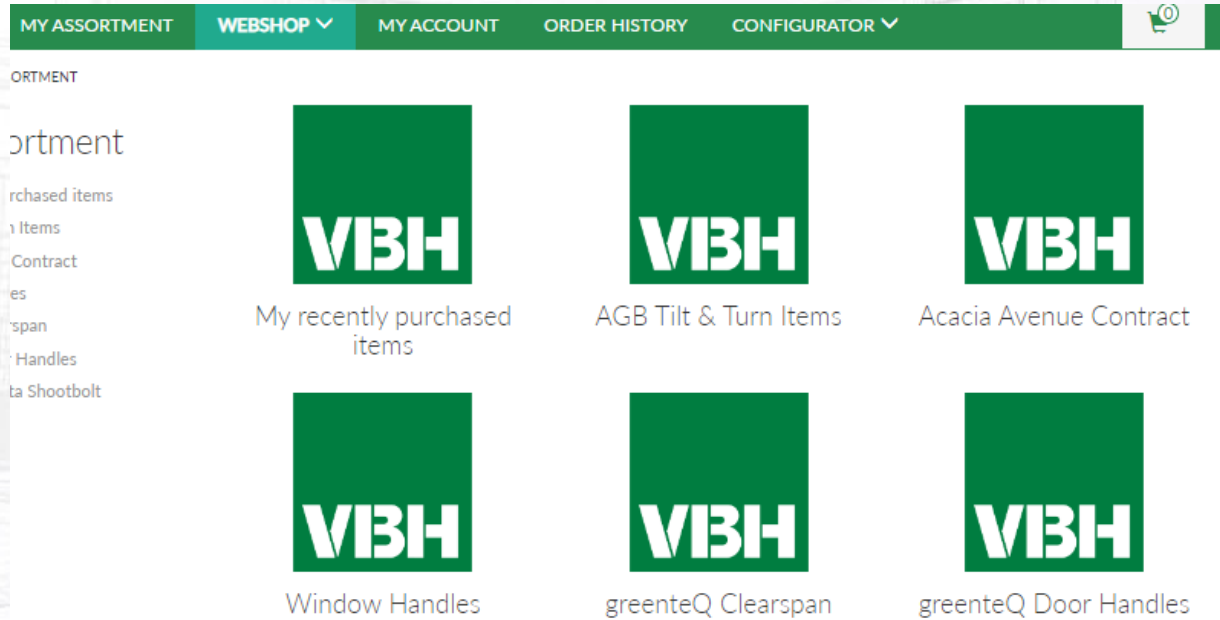
My Assortments



As an alternative to Order Templates, you can also use your Assortments to place your orders. Assortments are similar to Order Templates but they are set up for you by VBH.

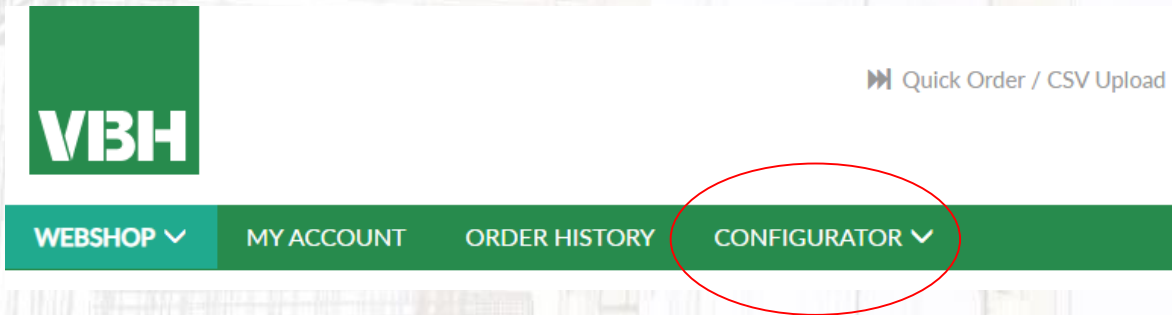
‘My recently purchased items’ is generated by our system and automatically lists everything that you buy multiple times in a year. The other Assortments are ‘Favourites Lists’ that VBH set up for you in our ERP system.

Just add your quantities, then add the items to your cart and away you go.



You can order the parts for complicated items such as bi-fold door hardware or tilt & turn sets by going to our Product Configurator.

Just select the item that you want to order, complete the Q&A (sizes, colour, scheme etc) and the Configurator will generate the parts that you require. You can then simply import them into your cart.



The image shows a screenshot of the 'Edit Order' form. The form is titled 'Edit Order' and has 'Order No. : 3' below it. There is a 'Back to List' button. The form contains the following fields:





- Customer Reference: Test 1
- Manufacturer: AGB
- Material: PVCu
- Set: AGB ARTECH FACE FIX TBT
- Profile: Eurocell Euro-Logik
- Quantity: 1
- Handing Viewed from Inside: LH
- Colour: White
- Drivegear Option: STANDARD 15mm Backset Drive Gear
- What Type of Cropping Do You Do: Straight Crop or Cut
- Handle Locking Internal Only: Pol Chrome
- SRW: 800 (range 277 - 1400)
- SRH: 1053 (range 357 - 2510)

There is a 'Calculate' button at the bottom of the form.

Please ask us for a User Guide for the Product Configurator.

Checking Out – Price & Availability Notice

However you place your orders, you will see a summary of what you have ordered in your shopping cart before you check out. This will confirm the VBH Item Code (and Manufacturer Code where applicable), description and price, and a confirmation of the stock assigned to your order.

	Qty.		Price	Total
D/GEAR VHH NT 310-450 Manufacturer-Art.-NR.: 259717 Product ID: 5RNT0051 Pack Size: 10 EACH	<input type="text" value="200"/>	EAC H	£ 5.43	£ 1,086.00
In Stock 23 Back Order 177				
 				
ALPHA 10SP INLINE LKG WHT ESPAG HNDL Manufacturer-Art.-NR.: Product ID: 2QEH0001A Pack Size: 25 EACH	<input type="text" value="100"/>	EAC H	£ 3.59	£ 359.00
In Stock				
 				

Note! The stock figure indicates the stock situation at the time you added the items to your basket. It is usually accurate as, in normal circumstances, our stocks are deep. However, it is subject to change as other orders are processed, or stock is booked in. The 100% accurate stock situation will be confirmed when the order has been processed through to our warehouse. You will be notified of any shortages.

Checking Out – ‘One-Time Purchase’ & ‘Subscription’ Options

When you go to your Cart to start the check out process you will be asked to select ‘One-time Purchase’ or ‘Subscription’.

The former is just a normal order. i.e. you send it to us and we send you your hardware by return, just once.

The Subscription order is an automatically recurring order that you can set for delivery every, 1, 2, 3 etc, days, weeks, months or years. The example here will come to you ‘Every 1 Week’.

The start date will default to today’s date, but you can future-date this, and it’s your choice whether you set an end date or leave the order open ended. You can Deactivate the Subscription at any time in the Purchase area of ‘My Account’.

Your own Order Reference will always remain the same, so we would suggest that you identify the order as a Subscription.

Note that the pricing at the time of invoicing, not at the time the Subscription was set up, will prevail.

Order Summary

Subtotal	£ 304.47
Shipping	£ 0.00
Total Cost	£ 304.47
Tax	excl. VAT

One-time purchase
 Subscription

Delivery every

Start Date DD/MM/YYYY

End Date DD/MM/YYYY

Checking Out – Delivery Options

As you go through the checkout process you will be asked to select your delivery option

- ***Standard****
- ***Overnight***
- ***Overnight AM***
- ***Overnight Pre-10.30***
- ***Collect***

****Remember that all orders with a net value over £100 qualify for free Standard delivery to mainland Great Britain.***

The carriage charge is shown in the left hand column as you build your order. It may change depending on the delivery option that you choose at check out, but you will know the cost before confirming your order.

Checking Out – Delivery Addresses

Your usual delivery address will display by default, but you can select any delivery address from those held in our system for your account. You can also manually add a special delivery address if you wish, although note that this will not be held permanently on your account. Please contact our Customer Service Team (CSC Team) to add additional permanent addresses.

You MUST include a phone number and email address for our couriers.

Addresses

Invoice Address

Test-Company XIM
 Testkunde
 146 Watford Rd
 Rickmansworth
 WD3 3BZ
 United Kingdom

 Email: Gary.Gleeson@vbhgb.com

Shipping Address

Subsidiary Two
 Ms. Tracey Kirwan
 21 Pickford Ind Est
 Hever Road
 Walderslade
 Chatham
 ME20 4DJ
 United Kingdom
 01795 33 35 34

Select a different address ▾

- Subsidiary One, Peter Smith, Example Street 21, London
- Test-Company XIM, Testkunde Nur intern zum Test, 3400 Plymouth Boulevard, Plymouth
- Test-Company XIM, Testkunde Nur intern zum Test, 146 Watford Rd, Rickmansworth
- Testkunde, Testkunde für M.K. , Siemenstrasse 25, Korntal-Münchingen

Order Summary

KAPPA 6" VICTORIAN URN KNOCKER WHT Qty:79	£ 272.55
KAPPA SLIM VICTORIAN KNOCKER BLK Qty:82	£ 273.88
Subtotal	£ 546.43
Shipping	£ 0.00
Total Cost	£ 546.43 excl. VAT

Your Order Reference & Payment

Please ensure that you add an Order Reference that will be known to your accounts team, to avoid invoice queries. At this point you can also choose a future-dated delivery date.

The screenshot shows a progress bar at the top with four steps: 1. Addresses (checked), 2. Shipping (active), 3. Payment, and 4. Review. Below the progress bar, the heading "Shipping" is displayed. The main content area contains the text "Enter an Order Reference ID" followed by a label "Order Reference ID" and a text input field. Below the input field is a note: "You can enter an ID for your own book keeping. It will appear on your invoice and packing slip." Underneath this note is another text input field with a date format label "dd/MM/yyyy" below it.

At present, only account holders can use VBH24. Please select 'Invoice' as your payment option. If you have a credit account you will be invoiced after despatch. If you do not have credit terms, a member of our CSC Team will contact you to take payment. The order will be released once payment has cleared.

The screenshot shows a progress bar at the top with four steps: 1. Addresses (checked), 2. Shipping (checked), 3. Payment (active), and 4. Review. Below the progress bar, the heading "Payment" is displayed. The main content area contains the text "Payment" followed by a radio button selection for "Invoice". Below the radio button is a note: "You will be invoiced for this order if you have a credit account with VBH. If you do not have an agreed credit limit, we will contact you for payment before releasing the order to our warehouse".

As you amend your order in the Checkout (selecting delivery options, tweaking item quantities etc) the panel on the right of the checkout box will update automatically, so you will know exactly how much you will be spending with VBH on this order.

Order Summary

Subtotal	£ 616.84
Shipping	£ 0.00
Total Value (excl. VAT)	£ 616.84
VAT	£ 117.46
Total Value (incl. VAT)	£ 734.30

One-time purchase
 Subscription

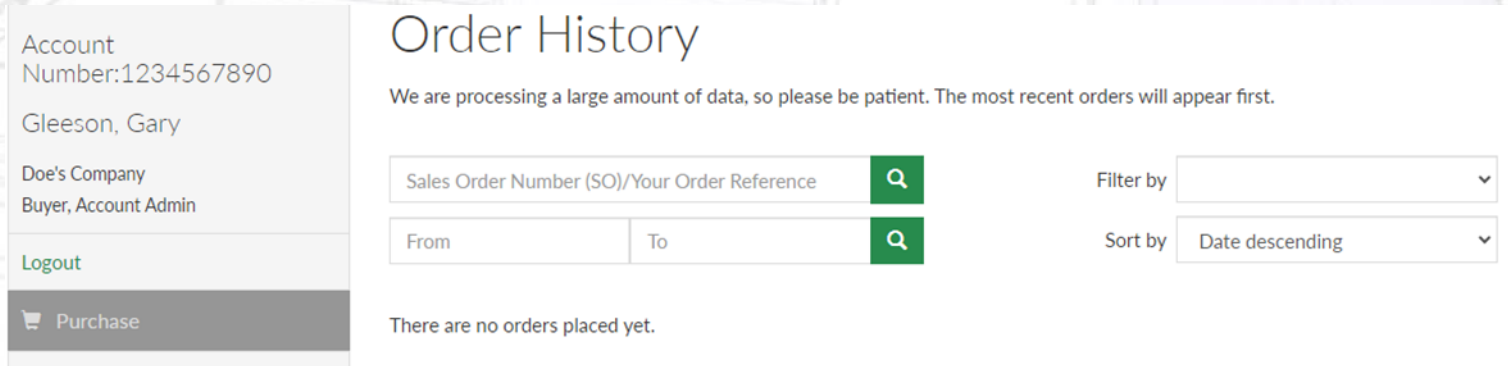
Checkout

Once you have been through the checkout process and are happy with your order, click 'Send Order'. You will receive an acknowledgement by return to confirm that your order is on its way to us.

Note – if you have an Approvals process in place and your order exceeds any of your limits, it will be sent to your internal Approvers at this point. You can find out more about Approvals elsewhere in the User Guide.

You can search for old orders that you have placed previously (regardless of how you placed them)

You can search by your Order Reference or our Sales Order number if you know them, and you can search within a set date range. Sort your findings from Oldest to New (Date descending), or Newest to Old (Date ascending)



The screenshot shows a user interface for 'Order History'. On the left is a user profile sidebar with the following text: 'Account Number:1234567890', 'Gleeson, Gary', 'Doe's Company Buyer, Account Admin', 'Logout', and a 'Purchase' button with a shopping cart icon. The main content area is titled 'Order History' and contains a message: 'We are processing a large amount of data, so please be patient. The most recent orders will appear first.' Below this is a search section with a text input field containing 'Sales Order Number (SO)/Your Order Reference' and a green search icon. To the right of this is a 'Filter by' dropdown menu. Below the search field is a date range selector with 'From' and 'To' input fields and a green search icon. To the right of this is a 'Sort by' dropdown menu currently set to 'Date descending'. At the bottom of the main content area, it says 'There are no orders placed yet.'

Once you have found your order, you can view the invoice and delivery details, download copies of those documents, and re-order items by clicking on them and adding to a new cart. Note that the pricing on your new order will, of course, be at the current rate, and not the rate on the old order...

Other Functions of the VBH24 Customer Portal – My Organization

In this tab you can manage your addresses, Cost Centres and Users. Read on.

Account
Number:1234567890

Gleeson, Gary

Doe's Company
Buyer, Account Admin

Logout

Purchase

My Approvals

My Profile

My Organization

Addresses

Cost Centres

Users

Hi, Gary Gleeson (Doe's Company)
Welcome back!

This is your dashboard that allows you to manage your account with VBH, and create and manage your own VBH24 Users.

My Purchases

ORDERS	0 PENDING TOTAL £ 0.00
	0 REJECTED TOTAL £ 0.00

My Approvals

	0 APPROVED TOTAL £ 0.00
	0 REJECTED TOTAL £ 0.00

My Organization - Addresses

View and check the accuracy of the invoice address and additional delivery addresses that we have stored for you. You can request any changes or additional addresses by filling in the form, which will be sent to VBH for verification and action.

HOME / MYACCOUNT / ADDRESSES

Customer number: CASH0008
Gleeson, Gary
Testkunde
Approver, Cost Center Manager, Buyer, Account Admin
Logout

Purchase

Pending Purchases

Rejected Purchases

Order Templates

Subscriptions

Order History

My Approvals

My Profile

My Organization

Addresses

[Add Address](#)

Your Preferred Invoice Address
You haven't set any preferred invoice address yet.

Your Preferred Shipping Address
You haven't set any preferred shipping address yet.

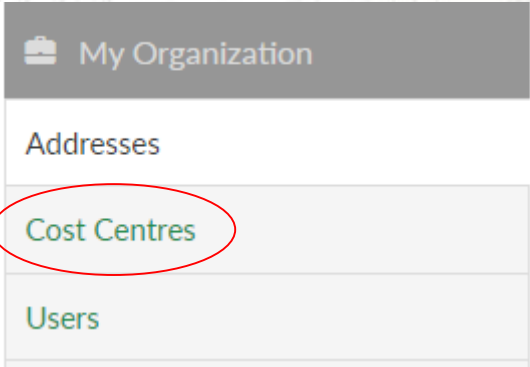
Further Addresses

Subsidiary One Mr. Peter Smith Example Street 21 Islington London N4 3JY United Kingdom	
Test-Company XIM Testkunde 146 Watford Rd Rickmansworth WD3 3BZ United Kingdom	
Test-Company XIM Testkunde Nur intern zum Test 2 Moor Ln Lancaster United Kingdom	
Test-Company XIM	

My Organization – Cost Centres

Cost Centres are optional. If you decide to use them they can help you keep track of and control your spending in certain areas of your business. For example you may wish to set up different Cost Centres for PVCu Production, Aluminium Production, Factory 1, Factory 2, Contract A, Contract B. You can set them up for whatever you wish.

To set up a new Cost Centre, just click Add Cost Centre. You will be prompted to give it an ID, a Name, and assign a Cost Centre Manager (from your list of Users set up against your VBH24 account). You will then be asked to set a Fixed, Weekly, Monthly or Quarterly budget.



The image shows a form titled 'Add Cost Centre' with the following fields and values:

- ID: 3
- Name: Avenell Road Contract
- Budget: GBP 5000 (with a dropdown menu set to Weekly)
- Cost Centre Manager: Ben Shephard

Buttons at the bottom right: 'Create Cost Centre' and 'Cancel'.

Once you have created your Cost Centre you then need to assign Buyers to it from the list of Buyers that you have set up in your Organization.

The screenshot displays the 'Avenell Road Contract' details page. On the left is a navigation menu with options: Account Number:1234567890, Gleeson, Gary, Doe's Company, Buyer, Account Admin, Logout, Purchase (highlighted), Pending Orders, Rejected Orders, Order Templates, and Subscriptions. The main content area shows contract details: ID: 3, Name: Avenell Road Contract, Cost Centre Manager: Ben Shephard, and Budget: £ 5,000.00 / Recurring Weekly. A progress bar below the budget shows 0.00%. The 'Buyers' section is circled in red and contains an 'Add' button, the text 'Click "Add" to assign buyers to the Cost Centre', and 'Currently there are no buyers assigned.' A 'Back to Cost Centres' link is at the bottom of the section.

When these Buyers place orders in the future they will be prompted to allocate each order to any Cost Centres that the buyer is assigned to. The Cost Centre Manager can then easily see the spend on their Cost Centres at any time.

My Organization - Users

When you ask us to set up your company with VBH24 Customer Portal Access, we will set you up as your company's Admin. As an Admin, you can then easily set up additional people as Users.

Create New User

* Required field

Salutation: Ms.

First Name *: Max ✓

Last Name *: Testmann ✓

Login/Email *: max5678@gmail.com ✓

Department: Purchasing ✓

Active

Phone: [Empty]

Fax: [Empty]

Preferred Language *: English (United Kingdom)

Role(s): Buyer Cost Center Manager Account Admin Approver

Permission(s):
Manage own quote requests and quotes
Manage purchases (incl. requisitions, order templates and orders)

Maximum Order Value: GBP 1500 ✓

Budget: GBP 1500 ✓ Weekly

*Just go to **My Organization** – Users, and click Add User. Then fill in the fields, making sure to complete those marked *, which are mandatory. **Please note that each user must have their own individual email address, as it is used to log in.** When you set up a new User they will receive an email of welcome and a request to set up a password via a link provided.*

You may have noticed on the previous page that there is a section for 'Roles'. The Admin is able to give each User permissions, or Roles, which dictate what they can and cannot do. Here are the levels starting from the basic 'Buyer' level:

Buyer - They can manage their own Orders, Order Templates and Subscription Orders.

Cost Centre Manager – They have the Buyer role, plus they can view and manage all Cost Centres.

Approver - They have the Buyer role, plus they can approve others' pending Orders and Subscriptions

Account Admin – They can do all of the above, plus manage the company's Users

Note, a Cost Centre Manager can also be given the Approver role

The Account Admin can, if they wish, set Budgets for all Users. This includes a Maximum Value per order, and a Maximum Spend per day, week, month or quarter.

These Budgets are set within the individual User's profile in My Organization - Users.

Maximum Order Value	GBP	1500	✓		
Budget	GBP	1500	✓	Weekly	▼

This is another optional feature, but one that may be of use for companies with multiple Users who have different levels of authority within the company.

When the Account Admin sets up a new User, they can set them a Maximum Order Value budget, and a Maximum Spend budget per day, week, month or quarter, as per the example here.

Ben Shephard	Order spend limit	0 order(s)
	£ 500.00	
	Budget (Weekly)	
	£ 1,000.00	
	<input type="text"/>	

These limits are set in the Users area of the portal (within My Organization).

Please note that Approval is needed whenever an automatic Subscription is placed, regardless of value or budget.

If the user places an order that is within both criteria, it will be transmitted direct to VBH. However if one of the criteria is not met (e.g. the User in the example above places an order for more than their max. order value) or places 3 orders in a week totalling more than their weekly budget, an email message will go to an Approver within your company advising that there is an order to approve. The Approver then has the choice to override the limits and release the order (it will then come to VBH automatically), or reject it. In both cases, the User will receive an email advising which decision has been made.

Approval Details

Requisition ID: 00000401
Order Reference ID: Ben Test
Purchaser: Ben Shephard
Creation Date: 08/08/23
Total: £ 215.50
Approval Status: Pending Approval

Buyer approval

Purchaser:	Ben Shephard	
Order Spend Limit:	£ 100.00	£ 215.50
Weekly budget:	£ 100.00	£ 179.50 £ 215.50
Already spent:	£ 179.50	(179.5 %)
Including this order:	£ 395.00	(395 %)

Reject Approve

Until the Approver actions the approval request, the User will see their order in the Pending Orders folder. Once the order has been rejected it will sit in the Rejected Orders folder.

Rejected Purchases Requisitions

Requisition ID	Creation Date	Approver	Rejection Date	Line Items	Total	
00000401	09.08.2023	Gary Gleeson	09.08.2023	1	£ 215.50	Details
00000253	26.07.2023	Gary Gleeson	26.07.2023	1	£ 715.20	Details

Approvers can be set up by the Account Admin in the Users area of the portal (My Organization).

My Profile – Profile Settings

This is where you can reset your password and amend the personal profile information that we hold on you (salutation, name, phone number, fax number and department). If you want to change your email please contact us as that must be changed within our ERP system.

HOME / MY ACCOUNT / PROFILE SETTINGS

Customer number: CASH0008
Gleeson, Gary
Testkunde
Approver, Cost Center Manager, Buyer, Account Admin

Logout

- Purchase
- Pending Purchases
- Rejected Purchases
- Order Templates
- Subscriptions
- Order History
- My Approvals
- My Profile**
- Profile Settings
- My Organization

Profile Settings

Email

Email: gary.gleeson@vbhgb.com

Current Subscriptions:

Password

Password: *****

Company Profile

Company Name: Testkunde
Nur intern zum Test

Industry:

Taxation ID:

Customer number: CASH0008

Your Profile

Name: Gary Gleeson

Department:

Phone:

Fax:

Language: English (United Kingdom)

Privacy and personal data

Manage the personal information we hold to personalize your shopping experience.

[Request Personal Data](#)

You can also request to see what personal detail we hold on you within our ERP system and request the deletion of your VBH24 User account.

Such deletion will, of course, mean that you will be unable to buy from us online, and you must set up another User at your company as an Account Admin prior to a deletion request if your company still wishes to use the online ordering facility.

[Request Account Deletion](#)

If You Have an Issue

We hope that you find the VBH24 Customer Portal to be a useful tool but we understand that nothing is always plain sailing.



These notes should cover most things but if you have an issue or don't understand something, contact us and we'll get you up and running in no time
Email: marketing@vbhgb.com (ideally with a screenshot showing your issue)

Remember: You will be unable to access the VBH24 Portal if your account is on hold for payment or is outside its credit limit. This is usually the reason why people have trouble logging on, so give those a check if you are having trouble.

Thank You



**Thank you for using the VBH24 Customer Portal.
It's more than just a webshop**

